

# Virginia Information Technologies Agency



### VITA Customer Councils

- All VITA Directors have formed Customer Councils and have met at least once
- A charter and mission have been developed for each Council
- Councils consist of 8-12 Agency business people specific to each Directorate, i.e. the Security Council consists of business people familiar with security issues
- There is coverage across all Secretariats and small, medium and large Agencies
- A Small Agency Council has been formed to address the unique needs of small Agencies
- An Employee Council has been formed to address internal satisfaction



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### VITA Customer Councils - Topics We're Addressing

- CAM Customer Council how do we strengthen and build relationships? - Communication strategies
- IT Investment Management Council develop an investment management baseline - process discussion
- Communications Customer Council current perceptions regarding VITA comms - are current communications tools working? - other tools?
- Security Customer Council remote access standard, authentication methods, - discuss ideas for outreach
- Procurement Workgroup current procurement processes and ways to streamline
- Partnership Action Council Partnership activities, transformation

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### **VITA Customer Councils – Next Steps**

- Develop a status report for each Council indicating items being addressed, items resolved, items pending
- Develop a mechanism to disseminate information among Councils and to the Agencies
- Roll-out the first customer satisfaction survey to the Customer Councils in the June/July timeframe

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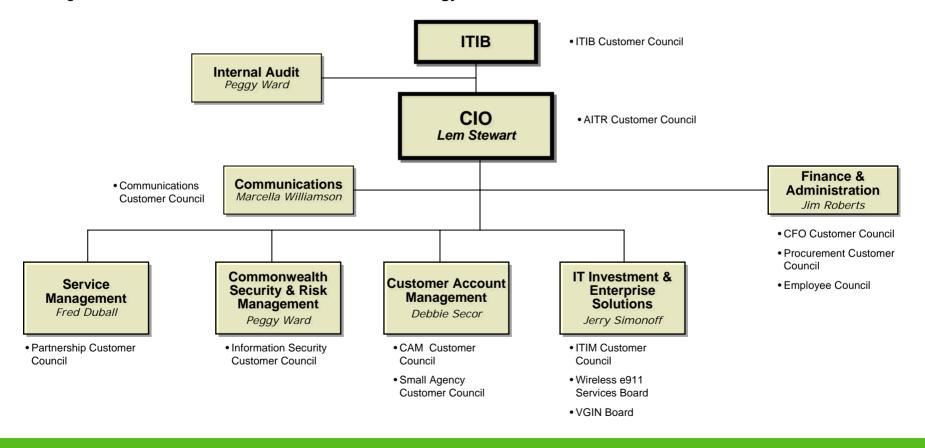
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#### **VITA Customer Councils**

We invite our customers in, and partner with them in a series of Customer Councils focused on specific areas and processes of the organization. Listen - Take Action - Measure Strategy



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